



Welcome to Family Medicine

The Saint Louis University School of Medicine Family Medicine Residency Program (Belleville) is a unique blending of the strengths of the military, the community and the university. We strive to provide quality of care that is compassionate and focused on the patient as an individual, a family member and a member of the larger civic community.

What are the office hours?

Monday, Wednesday – Friday 7:45 am – 4:30 pm

Tuesday 7:45 am – 7:45pm

Closed on Weekends & Federal Holidays (New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

How do I make an appointment?

In order to properly schedule daily appointments, patients who need an acute appointment should call between 7:45 am and 9:45 am. An acute condition is defined as a medical problem that started within the past 24 hours and will worsen if not treated within 72 hours.

Routine appointments, such as follow ups and wellness examinations, should not be made until after 9:45 am.

The appointment line is 256-7311 option #3 open Monday—Friday, 7:45 am – 4:30 pm.

Do you offer walk-in care?

Yes, we offer walk-in care for common conditions for which our nurses can provide care. They are:

- Immunizations & Injections * **Shot records are needed and TB/IPPD tests are done Monday through Friday only.**
- Throat Cultures
- Blood Pressure Checks
- Suture Removal
- Weight Checks For New Born
- Urinary Tract Infection
- Dressing Changes
- Pregnancy Tests
- Pregnancy Counseling
- Pregnancy Non-Stress Tests
- Medical Authorization Paper Work

Walk-in hours are Monday - Friday, 9:00 am - 11:00 am and 1:30 pm - 3:30 pm

If I don't need an appointment, but would like to speak to someone, who do I call?

During office hours, Monday - Friday 7:45 am - 4:30 pm, we have nurses available to answer health related concerns, test results or medication questions. To speak to a nurse, please call (618) 256 – 7311 option #4.

If I need help after hours, who can I call?

Please be aware that as of 30 June the Health Care Information Line will no longer be in service.

Health and benefit information can easily be found online at www.tricare.osd.mil and www.healthnetfederalservices.com

If you need medical advice please call the clinic at 256-7311 option #4, Monday - Friday, between 9:00 am and 4:00 pm and ask to speak to a nurse. If you have an urgent need after hours a provider is on call at (618) 463-6755 or Family Medicine (618) 398 – 9445.

If you have a medical emergency (sudden or worsening medical condition that threatens life, limb or sight) go to the nearest emergency room. **Do not go to an Urgent Care Center.**

I need to renew my prescription, who can I call?

Please call (618) 256 -7311 option #4 for prescription renewals. Renewal requests called into the office will be available in two duty days. You will need to pick up your prescriptions at the Main Pharmacy, located in the hospital.

If you need to refill a current prescription, please call the Refill Pharmacy (618) 256 - 7400. You will need to pick up your refill at the Refill Pharmacy, located in Building 1948, (the old Scotty's) across from the James Gym on Winters Street. For added convenience the Refill Pharmacy also has a drive thru, which is located behind the building and can be accessed off of Martin street's side access road (near the bowling alley, building 1934). The drive thru is for pick up only and you must still phone in your prescription refill.

I need a referral, who do I call?

If you are to be seen in the MTF, the specialty care clinic will contact you to schedule your appointment. If you do not receive a call, please contact Referrals Management Office at 256-7521.

If you need medical care outside the facility, you will be referred to a TRICARE network provider that meets our high quality standards to ensure that you receive the best quality care. Within 5 business days, Health Net will send you the name and phone number of a specialty care

provider nearest to your zip code. You will then need to contact the provider to schedule your appointment. If you do not receive a letter within 5 business days with instructions to schedule your appointment, please contact Referrals Management Office at 256-7521 or Health Net at 1-877-TRICARE.

If you are not able to receive an appointment within the 28-day standard from the referred provider, please contact Health Net by calling 1-877-TRICARE.

Who is in the Family Medicine Team?

Your Healthcare Team is made up from the following medical professions:

- Family Medicine Physicians who are board certified by the American Board of Family Physicians
- Family Medicine Resident Physicians who are licensed and supervised by Board Certified Physicians
- Nurses who are licensed Registered Nurses (RN's) or Practical Nurses (LPN's)
- Medical Technicians, Administrative Support and Red Cross volunteers who assist professional staff.

To view the Patient Advocates for this clinic please click: [Patient Advocates](#)

Where is Family Medicine Located?

The Family Medicine Clinic is located in downtown Belleville, across from St. Elizabeth's Hospital.